

Pan American Silver was created with the intention to provide investors with the best vehicle to gain exposure to higher silver prices. Our vision is to be the world's pre-eminent silver producer, with a reputation for excellence in discovery, engineering, and sustainable development. Pan American Silver has several underground and open pit operations in Mexico, Peru, Bolivia, Argentina, Guatemala, and Canada. Currently Pan American has an opening in its IT Department, based out of its corporate office in Vancouver.

IT Specialist

The IT Specialist will be responsible for providing technical support to employees and ensuring the availability, security, and integrity of the systems and network as well as providing desktop support according to business and end user requirements. The incumbent should be a motivated, eager to learn and service-oriented professional based in our Vancouver office.

Major Responsibilities and Essential Duties

- Providing day-to-day support to employees by responding to user problems and requests.
- Installing, maintaining, upgrading, and supporting software.
- Manage and support enterprise email systems, mail protection, security products and related technologies.
- Participating in the planning, evaluation, and testing of new technologies and applications.
- Maintain corporate servers and network security devices.
- Ensure high availability and information back-up of all corporate information systems.
- Ensure compliance requirements and network security requirements are met.

Technical Skills Desired

- Windows Server 2016/2019
- Basic Exchange 2016 or higher knowledge
- Basic understanding of IP, routing, DNS, DHCP, VPN, VLAN
- Basic understanding of Active Directory
- Basic understanding of Office 365 (Teams, SharePoint, Exchange)
- Desktop Applications (Microsoft Office 2016 or higher)
- Basic SQL 2016 or later
- Basic VMWare knowledge
- Basic programming knowledge
- Basic Linux/Mac skills preferred

Job Specific and Skills Required

- An undergraduate degree or diploma in IT, Computer Science, or a related field.
- Preferred 1 years of experience in IT administration, desktop support, or help desk.
- Excellent communication, organizational and interpersonal skills.
- Outstanding organization and planning skills with the ability to manage and prioritize tasks.
- Ability to think outside the box and adapt to changing environments.

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- Positive attitude, gets along with people and have great customer service
 - Eager to learn and take on new challenges
 - Willing to stay late during the week and work on weekends when needed
 - Spanish is an asset

If you are interested in this role, please submit your resume and cover letter to hr@panamericansilver.com.
Only qualified candidates will be contacted.
Thank you for your interest.